

Sherry Scott

Denver, Co

shescott@comcast.net | [portfolio](#)

303-550-8671

Technical Writer • Learning Program Analyst

PROFESSIONAL SUMMARY

Detail-oriented Technical Writer with 15+ years of experience creating user manuals, online help guides, standard operating procedures, and knowledge-based articles. Skilled in translating complex technical concepts into clear, concise, and user-friendly content. Proficient in Confluence, Salesforce, Git, Madcap Flare and Markdown.

SKILLS & Tools

- **Writing** - Translates technical concepts into clear, accessible content for multiple audiences.
- **Communication** – Led cross-functional stand-ups across departments to drive alignment and collaboration. Collaborates with subject matter experts and stakeholders to identify application needs for methods, processes, and procedures.
- **Technical Documentation** – Knowledge Base, User Guides, Process Guides, SOPs, Diagrams (Visio, Lucid)
- **Content Management Systems (CMS)** – Confluence, GitHub/Wiki, Salesforce, Captivate, Madcap Flare, ServiceNow, Microsoft Suite, SharePoint, Azure Dev/Ops, Google Docs
- **Version Control** – Git, Wiki, Markdown, XML, HTML
- **Collaboration** – JIRA, Smartsheet, Teams, SharePoint
- **Agile & Scrum Methodologies** – Rally, Digital Agility, Smartsheet
- **Metadata Management** – organizing, tagging, and structuring documentation for improved search and retrieval in CMS platforms (ServiceNow, Salesforce, Confluence, SharePoint).

EMPLOYMENT HISTORY

Starbucks

September 2024 – August 2025

Sr. Technical Writer (Consultant via Airtel)

- **Standardized Documentation Format:** Consolidated all job aids into a unified format, improving consistency and accessibility for employees.
- **Optimized Financial Processes:** Documented key financial operational processes, ensuring clarity, compliance, and efficiency.
- **Identified Knowledge Gaps:** Proactively assessed and addressed documentation gaps, bridging missing information to improve workflow efficiency.
- **Leveraged Collaboration Tools:** Utilized Microsoft Cloud Planner and SharePoint to manage document requirements, updates, and stakeholder feedback, streamlining collaboration and version control.

FedEx

Lead Learning Program Analyst

April 2024 – July 2025

- **Led Salesforce Knowledge projects** while managing multiple client engagements to ensure high quality deliverables.
- **Led the design and development of multimedia learning content**, resulting in a 25% increase in learner engagement and measurable improvements in post-training assessment scores.
- **Analyzed, implemented, and facilitated targeted training initiatives** across specialized functions, aligning learning solutions with business goals and resolving performance gaps—contributing to a 20% improvement in team productivity in key departments.
- **Conducted task and audience analyses** to identify learning needs and design job aids and performance support tools that improved employee self-sufficiency and job satisfaction.
- **Partnered with cross-functional stakeholders** to ensure all content was accurate, relevant, and aligned with internal policies and regulatory standards.

Sedgwick

April 2023 – January 2025

Technical Writer (Consultant via Motion)

- **Maintained a Centralized Knowledge Repository:** Compiled a comprehensive library of training terminology and documentation, ensuring easy access to up-to-date reference materials.
- **Collaborated with Cross-Functional Teams:** Partnered with technical and functional staff to create clear, actionable operational procedures and training resources, streamlining internal processes.

Sherry Scott – Continued

- Conducted Research for Accuracy and Depth: Gathered information through SME interviews, research, product training, and live demonstrations, ensuring precise and user-friendly product documentation.
- Ensured Consistency and Readability: Analyzed and refined documents to maintain a uniform style and content, enhancing clarity and usability for diverse audiences.

Optum

January 2022 to December 2023

IT-Sr Architecture Analyst / Technical Writer (Consultant via Apex)

- Lead technical writer, developing high-level documentation for various products, services, and systems within the healthcare company for over 1,600 internal customers.
- Regularly collaborate with SMEs to ensure documentation accurately reflects the latest updates and changes in the healthcare industry, staying informed about new technologies, regulations, and best practices.
- Established a consistent style guide and document structure to ensure all documentation maintains a unified and professional appearance, improving readability. Created a knowledge base team space with multiple pages and labels, structuring content for easy navigation.
- Utilizing GitHub and Wiki for documentation version control to track changes and help users find information more easily.

FedEx

September 2023 to April 2024

Sr. Technical Writer / Program Analyst (Consultant via TEKsystems)

- Lead technical writer, supporting a large scope project for the Knowledge Management System conversion, supporting the migration of articles into Salesforce Knowledge Community on Service Cloud.
- Edit and update complex technical documentation into clear and concise documentation, creating over 700 Salesforce articles, improving customer experience, and making information more current, searchable, and easier to understand for today's workforce.
- Using the agile methodology to manage and present project status and milestones to business stakeholders and managers, successfully implementing 100% of Salesforce migration within project timelines.

State of Colorado - Government Office of Information Technology

October 2019 to January 2021

Lead Technical Writer – (Consultant via Ascent)

- Instrumental in creating, updating, and maintaining operational documentation for cybersecurity, processes, workflows, standard operating procedures, and diagrams for infrastructure operations and application data flow, meeting 100% support requirements.
- Developed and maintained team workspace in the Confluence collaboration tool, creating document standardization and maintaining a powerful method for organizing and retrieving documents, resulting in improved organization of client information.
- Collaborate with business stakeholders to create and update accurate documents, consistently adhering to organizational audit compliance policy standards.

Empower (Great-West) – Denver, CO

December 2018 to October 2019

Systems Analyst – Technical Writer – (Consultant via Ascent)

- Managed the successful migration of SharePoint data of over 1,400 documents to Salesforce Knowledge for a large financial services firm, minimizing disruption to daily business operations.
- Created and directed a well-defined project plan – presented project status and milestones to business stakeholders and managers, successfully implementing 100% of Salesforce migration within project timelines.
- Collaborate with stakeholders' business systems planning and process, evaluate requirements, eliminate inefficiencies, and improve business processes and procedures.
- Supervised SMEs, achieving content updates of over 1,400 articles in Salesforce/XML, improving data consistency across systems, processes, and organization.

Sherry Scott – Continued

ADDITIONAL ROLES

- **Red Hat** Open-Source Technologies (TEKsystems Consultant) – Sr. Technical Writer (2022 – 2023)
 - **Bullhorn** Cloud Computing Company (Randstad Consultant) | Technical Writer, Salesforce (2018)
 - **Level 3 Communications/CenturyLink** Telecommunications (Talent Wave Consultant) | Lead Technical Writer / Systems Analyst (2017 – 2018)
 - **BBG, Inc.** Real Estate Services (IQ Clarity Consultant) | Lead Technical Writer (2016 – 2017)
 - **Time Warner Cable/Charter** Communications – Corporate (Organic People Consultant) | Training Analyst / Lead Trainer (2015 – 2016)
 - **Kaiser Permanente** Health Care (APEX Consultant) | Lead Technical Writer / Trainer (2010 – 2012) (2009)
-

EDUCATION

Community College of Aurora; Aurora, Colorado

Technical Writing and eLearning Certifications

Working towards Salesforce Database Administration Certification